

HOSPITALITY MANAGEMENT

Associate in Applied Science (AAS)

Program Code: 10-109-2

Total Credits: 61-62

Through Mid-State's Hospitality Management program, students will develop a wide array of skills useful in various roles within hospitality and tourism, including a fundamental understanding of food service operations, hospitality sales and marketing, event planning, management principles, customer service, effective communication, and creative thinking. Students in this program engage in various activities and learning opportunities surrounding hospitality and tourism. You will plan events, produce sales and marketing projects, draft budgets, plan menus, practice effective management and customer service, and participate in an industry-related internship.

To learn more about this program, visit mstc.edu/programs.

ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715-422-5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit mstc.edu/advising.

NEW STUDENT CHECKLIST

Complete the following steps to prepare for your New Student Advising appointment with your academic advisor:

- Submit a Mid-State application at mstc.edu/apply.
- Send official transcripts to:
Mid-State Technical College
Student Services
500 32nd Street North
Wisconsin Rapids, WI 54494
- Complete the Free Application for Federal Student Aid (FAFSA) at fafsa.gov. Mid-State's Financial Aid team is available to assist with your FAFSA application and to answer your financial aid questions. Contact Financial Aid or schedule an appointment at mstc.edu/financial-aid.
- Set up student MyCampus account at mstc.edu/mycampus-assistance.
- Schedule a New Student Advising appointment at mstc.edu/advising.

mstc.edu • 888-575-6782 • TTY: 711



Adams Campus • Marshfield Campus • Stevens Point Downtown Campus • Wisconsin Rapids Campus • Virtual Campus • AMETA® Center

Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President – Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715-422-5325 • AAEO@mstc.edu. 3/2026-AC

CAREER PATHWAY



Career pathways help you build your education step by step. Each stage offers one or more credentials that are recognized by employers and lead to real jobs—and you can keep building toward your career goals as you go.

Begin at any point.

Prior Learning

Credit for Prior Learning

- Certifications and Licenses
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.

High School Credit

- High School Dual Credit
- Mid-State Fast Track

Learn about High School Credit at mstc.edu/dc.

Certificate

- Communication Essentials (9 Credits)

Technical Diploma

- Customer Relationship Professional (13 Credits)
Start Your Career: Account Representative, Call Center Agent, Client Services Specialist, Customer Service Representative
- Hospitality Specialist (27 Credits)
Start Your Career: Customer Service Representative, Food & Beverage Server, Host and Hostess, Hotel/Resort Front Desk Representative

Associate Degree

- Hospitality Management (61-62 Credits)
Start Your Career: Event Coordinator, Hospitality and Tourism Coordinator, Hotel Supervisor, Restaurant/Food & Beverage Supervisor, Sales and Service Manager

Bachelor's Degree

For those interested in continuing their education, Mid-State offers transfer guides with various four-year colleges and universities. For more information, visit mstc.edu/transfer.

Other Options

Related Programs: Culinary Arts, Culinary Production Line Cook

OUTCOMES

Employers will expect you, as a Hospitality Management graduate, to be able to:

- Plan the operations within a hospitality organization.
- Organize hospitality resources to achieve the goals of the organization.
- Direct individuals and/or processes to meet organizational goals.
- Control hospitality processes/procedures.

TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Faculty will let students know when and how the TSA is being assessed in the program.

STUDENT HANDBOOK

Visit mstc.edu/studenthandbook to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

GRADUATION REQUIREMENT

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. Some students are exempt from this requirement. Please see your academic advisor for more information.

ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum placement scores.

College Reading and Writing 1

10831104

3 credits

Provides learners with opportunities to develop and expand reading and writing skills to prepare for college-level academic work. Students will employ critical reading strategies to improve comprehension, analysis, and retention of texts. Students will apply the writing process to produce well-developed, coherent, and unified written work.

Pre-Algebra

10834109

3 credits

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

MULTIPLE MEASURES

Students can place into courses using high school GPA and completed classes. Placement can be determined in the following ways:

- **Multiple Measures Writing (MMW)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school writing courses with a "C" or better
- **Multiple Measures Reading (MMR)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school literature courses with a "C" or better
- **Multiple Measures Math 1 (MMM_1)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school math (Algebra 1 or equivalent) with a "C" or better
- **Multiple Measures Math 2 (MMM_2)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better
- **Multiple Measures Science 1 (MMS_1)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school lab science course with a "C" or better
- **Multiple Measures Science 2 (MMS_2)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school chemistry with a "C" or better

Past high school and college transcripts are used in making course placement decisions.

SAMPLE FULL-TIME CURRICULUM OPTION

Hospitality Management • 61-62 Total Credits

| Term | Course Number | Course Name | CPL | Credits |
|---------------|----------------------------------|--|-----|-------------|
| 17 Credits | 10102101 | Introduction to Business | Yes | 3 |
| | 10102231 | Business Networking | No | 1 |
| | 10106106 | Quality Customer Service | Yes | 3 |
| | 10109101 | Exploring Hospitality | No | 3 |
| | 10801195 or 10801136 | Written Communication or English Composition 1 | Yes | 3 |
| | 10801198 or 10801196 | Speech or Oral/Interpersonal Communication | Yes | 3 |
| | 10890102 | GPS for Student Success | Yes | 1 |
| Term | Course Number | Course Name | CPL | Credits |
| 16 Credits | 10102230 | Business Communities | No | 1 |
| | 10103106 | Microsoft Office-Introduction | Yes | 3 |
| | 10104102 | Marketing Principles | Yes | 3 |
| | 10109110 | Room Operations Division | No | 3 |
| | 10109160 | Hospitality Internship | Yes | 2 |
| | 10316112 | Sanitation for Foodservice Operations | Yes | 1 |
| | 10809103 | Think Critically & Creatively | Yes | 3 |
| Term | Course Number | Course Name | CPL | Credits |
| 13-14 Credits | 10102232 | Entrepreneurial Foundations | No | 1 |
| | 10109134 | Cost Control-Revenue Management | No | 3 |
| | 10109161 | Event Planning and Management | No | 3 |
| | 10196192 | Managing for Quality | No | 3 |
| | 10804107 or 10804118 or 10804189 | College Mathematics or Intermediate Algebra with Applications or Introductory Statistics | Yes | 3 or 4 or 3 |
| Term | Course Number | Course Name | CPL | Credits |
| 15 Credits | 10104107 | Social Media Marketing | No | 3 |
| | 10109107 | Hospitality Law and Liability | No | 3 |
| | 10196191 | Supervision | Yes | 3 |
| | 10809172 | Introduction to Diversity Studies | Yes | 3 |
| | 10809198 | Introduction to Psychology | Yes | 3 |

Please Note

- Credit for Prior Learning (CPL) options are available for some courses. You can visit mstc.edu/cpl or contact your academic advisor for details.
- This program can be completed entirely online.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to mstc.edu/schedule.
- Get the latest updates online at mstc.edu.

SAMPLE PART-TIME CURRICULUM OPTION**Hospitality Management • 61-62 Total Credits**

| | | | | |
|----------------------------------|-------------------------------------|---|------------|----------------|
| Term 10 Credits | Course Number | Course Name | CPL | Credits |
| | 10106106 | Quality Customer Service | Yes | 3 |
| | 10109101 | Exploring Hospitality | No | 3 |
| | 10801195 or 10801136 | Written Communication or English Composition 1 | Yes | 3 |
| | 10890102 | GPS for Student Success | Yes | 1 |
| Term 9 Credits | Course Number | Course Name | CPL | Credits |
| | 10103106 | Microsoft Office-Introduction | Yes | 3 |
| | 10104102 | Marketing Principles | Yes | 3 |
| | 10801198 or 10801196 | Speech or Oral/Interpersonal Communication | Yes | 3 |
| Term 6 Credits | Course Number | Course Name | CPL | Credits |
| | 10102101 | Introduction to Business | Yes | 3 |
| | 10102231 | Business Networking | No | 1 |
| | 10109160 | Hospitality Internship | Yes | 2 |
| Term 8 Credits | Course Number | Course Name | CPL | Credits |
| | 10102230 | Business Communities | No | 1 |
| | 10109110 | Room Operations Division | No | 3 |
| | 10316112 | Sanitation for Foodservice Operations | Yes | 1 |
| | 10809172 | Introduction to Diversity Studies | Yes | 3 |
| Term 6 Credits | Course Number | Course Name | CPL | Credits |
| | 10109134 | Cost Control-Revenue Management | No | 3 |
| | 10109161 | Event Planning and Management | No | 3 |
| Term 9-10 Credits | Course Number | Course Name | CPL | Credits |
| | 10109107 | Hospitality Law and Liability | No | 3 |
| | 10804107 or 10804118 or 10804189 | College Mathematics or Intermediate Algebra with Applications or Introductory Statistics | Yes | 3 or 4 or 3 |
| | 10196191 | Supervision | Yes | 3 |
| Term 7 Credits | Course Number | Course Name | CPL | Credits |
| | 10102232 | Entrepreneurial Foundations | No | 1 |
| | 10809198 | Introduction to Psychology | Yes | 3 |
| | 10196192 | Managing for Quality | No | 3 |
| Term 6 Credits | Course Number | Course Name | CPL | Credits |
| | 10104107 | Social Media Marketing | No | 3 |
| | 10809103 | Think Critically & Creatively | Yes | 3 |

Business Communities

10102230

1 credit

This course provides students with a comprehensive understanding of how different business communities operate, how they contribute to economic ecosystems, and how learners can participate effectively. This course will explore the dynamics, structures, and strategies involved in various professional associations, including local, global, industry-specific, and online communities.

Business Networking

10102231

1 credit

This course will equip students with the knowledge, strategies, and practical techniques to build, nurture, and leverage professional relationships for personal and organizational success. Through a combination of classroom instruction, interactive exercises, and simulated practice, this course will empower students to enhance their networking abilities, expand their professional circles, and create valuable connections.

College Mathematics

10804107

3 credits

This course is designed to review and develop fundamental concepts of mathematics in the areas of algebra, geometry, trigonometry, measurement and data. Algebra topics emphasize simplifying algebraic expressions, solving linear equations and inequalities with one variable, solving proportions and percent applications. Geometry and trigonometry topics include; finding areas and volumes of geometric figures, applying similar and congruent triangles, applying Pythagorean Theorem, and solving right triangles using trigonometric ratios. Measurement topics emphasize the application of measurement concepts and conversion techniques within and between U.S. customary and metric system to solve problems. Data topics emphasize data organization and summarization skills, including: frequency distributions, central tendency, relative position and measures of dispersion. Special emphasis is placed on problem solving, critical thinking and logical reasoning, making connections, and using calculators.

Prerequisite: High School GPA of 2.6 and MMM_1 or Accuplacer Arithmetic of 250 and QAS 234 or ACT Math score of 17 or

Pre-Algebra 10834109 with a "C" or better

Cost Control-Revenue Management

10109134

3 credits

Covers the concepts and techniques of controlling costs with particular emphasis placed on cost-to-sales relationship. Utilizing industry specific technology, students calculate the cost of goods, selling price and relative percentages. They also forecast sales, conduct yield analyses and calculate break-even points.

English Composition 1

10801136

3 credits

Learners develop and apply skills in all aspects of the writing process. Through a variety of learning activities and written documents, learners employ rhetorical strategies, plan, organize and revise content, apply critical reading strategies, locate and evaluate information, integrate and document sources, and apply standardized English language conventions.

Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or Accuplacer Reading 253 or ACT English score of 20 or ACT Reading 21 or completion of College Reading and Writing 1 10831104 with a "C" or better

Entrepreneurial Foundations

10102232

1 credit

Learners study entrepreneurial practices by exploring components of a startup business plan. This includes comparing ways of going into business as well as developing marketing, legal, financial, products/services, management, and operations plans for a small business of their choice.

Event Planning and Management

10109161

3 credits

Provides comprehensive coverage of the convention/meetings industry with an in-depth review on how to successfully sell to groups and how to service the business before, during and after the sale. A review of changing customer demographics and the increasing influence of meeting planners on all hospitality businesses is researched as well.

Exploring Hospitality

10109101

3 credits

Introduces students to the broad field of hospitality management. Typical career areas include foodservice, lodging, travel/tourism, and recreation. The course will explore the industry from historical to contemporary career opportunities.

GPS for Student Success

10890102

1 credit

Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course is recommended to be completed prior to obtaining 12 credits and is a graduation requirement unless you receive an exemption from your program advisor.

Hospitality Internship

10109160

2 credits

This course is designed to give the student on-the-job work experience in the hospitality industry. Integrating the theories and techniques learned in previous courses along with specific off-campus occupational experiences allows students to gain a real-world perspective of a segment in the hospitality industry of their choosing. The student will complete academic hours related to the competencies of the course reflecting on their experiential learning. This work will provide resume and job seeking skills, develop a network of contacts, and cultivate career readiness.

Hospitality Law and Liability

10109107

3 credits

Introduces legal principles together with standard business law concepts and emphasizes their implications for the hospitality and tourism industry. Among the topics covered are contracts, torts and negligence, hotel/guest relationships, ADA, food service and employment laws and consumer protection. Case studies involving the basic principles of law assist in developing judgment in these areas.

Intermediate Algebra with Applications

10804118

4 credits

This course offers algebra content with applications. Topics include properties of real numbers; order of operations; algebraic solution for linear equations and inequalities; operations with polynomial and rational expressions; operations with rational exponents and radicals; and algebra of inverse, logarithmic, and exponential functions.

Prerequisite: High School GPA of 2.6 and MMM_1 or Accuplacer Arithmetic of 263 and QAS 234 or ACT Math score of 19 or QAS of 245 or Pre-Algebra 10834109 with a "C" or better

Introduction to Business

10102101

3 credits

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

Introduction to Diversity Studies

10809172

3 credits

This course introduces the study of diversity from a local to a global perspective using a holistic, interdisciplinary approach that encourages exploration and prepares students to work in a diverse environment. The course introduces basic diversity concepts, examines the impact of bias and power differentials among groups, explores the use of culturally responsive communication strategies, and compares forces that shape diversity in an international context.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 236 and Writing of 237 or ACT of 15 Reading/16 English

Introduction to Psychology

10809198

3 credits

This science of psychology course is a survey of multiple aspects of behavior and mental processes. It provides an overview of topics such as research methods, theoretical perspectives, learning, cognition, memory, motivation, emotions, personality, abnormal psychology, physiological factors, social influences, and development.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 236 and Writing of 237 or ACT of 15 Reading/16 English

Introductory Statistics

10804189

3 credits

Students taking Introductory Statistics display data with graphs, describe distributions with numbers, perform correlation and regression analyses, and design experiments. They use probability and distributions to make predictions, estimate parameters, and test hypotheses. They draw inferences about relationships including ANOVA. Algebra knowledge and foundational skills in mathematics are important for success in this course.

Prerequisite: High School GPA of 2.6 and MMM_2 or Accuplacer QAS 241 or ACT Math score of 19 or Pre-Algebra 10834109 or College Math 10804107 with a "C" or better

Managing for Quality

10196192

3 credits

Apply skills and tools necessary to implement and maintain a continuous improvement environment. Each learner will demonstrate the application of a personal philosophy of quality, identify stakeholder relationships, identify ways to meet/exceed customer expectations, apply a systems-focused approach, use quality models and tools, manage a quality improvement project, and measure effectiveness of continuous improvement activities.

Marketing Principles

10104102

3 credits

This course serves as an introduction to the fundamental marketing concepts used to apply marketing strategies to product development, distribution, pricing, and promotion of goods and services.

Microsoft Office-Introduction

10103106

3 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 11 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

Oral/Interpersonal Communication

10801196

3 credits

Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 236 and Writing of 237 or ACT of 15 Reading/16 English or College Reading and Writing with a C or better

Quality Customer Service

10106106

3 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

Room Operations Division

10109110

3 credits

Investigates the organization, performance, evaluation, and interdependency of the rooms division of a lodging facility (front desk, reservations, housekeeping, facilities, and telephone systems) as essential components of operational success and guest satisfaction.

Sanitation for Foodservice Operations

10316112

1 credit

Students examine the causes of food-borne illness and apply techniques for preparing, storing, and serving hot and cold foods from a ServSafe® Certified Instructor/Proctor. Students also examine the role of management and workers related to sanitation regulations and standards. The ServSafe® certification test is administered in this course and students will need to hold this valid certificate for graduation and employment in the culinary industry.

Social Media Marketing

10104107

3 credits

Addresses how social media has transformed marketing communications from traditional mass media to individualized marketing. Using a variety of social media tools and platforms, this class explores the different methodologies for social media marketing. Topics include creating social media, integrating social media as part of a marketing campaign, the concept of viral marketing, measuring social media success through analytics, and how organizations and individuals have successfully applied this form of marketing.

Speech

10801198

3 credits

Explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of this course. Includes informative, persuasive, and occasion speech presentations.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 253 and Writing of 262 or ACT of 21 Reading/19 English or completion of College Reading and Writing 1 10831104 with a "C" or better

Supervision

10196191

3 credits

Applies skills and tools necessary to perform the functions of a contemporary frontline leader. Students engage in operational planning, analyze organizational structures, review the staffing process, employ techniques to enhance employee personal and group effectiveness, and develop control techniques to measure effectiveness in the above areas.

Think Critically & Creatively

10809103

3 credits

Provides instruction about critical and creative thinking that is in high demand in all occupations. Models, theories, and processes provide the foundation for learning logical thinking strategies. Students will apply a systematic approach to problem solving by analyzing the problem, assessing possible solutions, and making effective decisions. In addition, students will generate ideas and analyze complex issues. This course assists students with developing a critical thinking mindset which is essential at every level of personal and professional life.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 236 and Writing of 237 or ACT of 15 Reading/16 English

Written Communication

10801195

3 credits

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better